



IDENTIFICATION

Department	Position Title	
Tlicho Community Services Agency	Manager, Continuing Care & Independent Living	
Position Number	Community	Division/Region
27-8902	Behchoko	Health & Social Programs/Tlicho

PURPOSE OF THE POSITION

The purpose of this position is to provide the overall management and delivery of programs and services to clients in the Continuing Care Program in the Tlicho Region through a Central Assessment and Placement Service (single point of entry model of care). Programs will be developed, implemented, monitored and evaluated in accordance with the policies, standards and practices of the Government of the NWT, the Tlicho Community Services Agency and with respect for the Tlicho culture and traditions.

SCOPE

This position is located in Behchoko and is one of four who report to the Director of Health and Social Programs. The incumbent is responsible for the management of the Jimmy Erasmus Seniors Home, Regional Homecare Program, Family Living program, the Seniors Day Program and the Independent Living program.

The manager is functionally responsible to direct the work of Continuing Care staff and programs in the communities of Behchoko, Edzo, Wha Ti, Gameti, and Wekweeti; and provides leadership and direction to a multidisciplinary team of 41 staff members.

The Manager maintains contact with the GNWT Department of Health and Social Services, Home and Community Care & Long Term Care Consultants. This position also meets with the community groups, and the community government to develop community involvement; and to communicate the goals and objectives of the programs.

The manager is responsible for administering the budget and has an expenditure of 2.2 million. The manager recommends all major expenditures to the Director and analyses budget variances related to the Continuing Care programs to meet planned program objectives.

The results achieved by this position impact the case and workload of other programs of the Tlicho Community Services Board and on the well being of people with disabilities living in the region as well as providing support and respite to their families.

RESPONSIBILITIES

1. Plans for the Continued and new services and programs ensuring quality client care.

Main Activities

- Research and analyze trends, information and data for new or improved services and program.
- Research and identify client expectations and needs by conducting regional client needs assessments and surveys.
- Develop program goals and activities that support the organization's expected results and client needs.
- Identify the most effective resources required for the delivery of current future and services.

Prepare the needed planning and approval documents i.e. job descriptions, staffing models.

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- Develop, and continually analyzes the Capital acquisition for the programs.
- Prepare program proposals to enhance existing or add new continuing care programs or services.

2. Coordinating the Delivery of Continued and New Services to Ensure Client Needs are Met.

Main Activities

- Plan, develop, organize and supervise the assessment and placement of clients in the continuum of care within the continuing care program, ensuring that the programs are consistent and integrated with GNWT and Board Policies.
- Review all Continuing Care Assessment and Placement applications completed by the Homecare Coordinator and or the nurse designate that are requesting long term placement and refer applications to the appropriate facility or service to meet the need of the client.
- Develop, implement, and revise policies and procedures for assigned programs; and provide, leadership, direction and support to staff.
- Maintain Registries for the Continuing Care Programs of assessed individuals for the purpose of clients waiting placement and services. This also generates statistical data for the purpose of meeting current and future client needs.
- Develop a comprehensive and coordinated Homecare Program based on a needs assessment that employs the principles of the Single Point of Entry and Placement and incorporates established Territorial Department of Health & Social Services Standards, policy and Procedures.

- Establish multidisciplinary assessment teams in the communities with the nurse in charge, health care workers and other community agencies.
- Plan, prepare and participate in the training and orientation of new staff as well as ongoing involvement in staff education and public awareness.
- Prepare, administer and monitor program budgets.
- Collaborate with Primary Community Care Teams to ensure health and social service environments are conducive to ethical practice and to the health and well-being of clients and others in the setting.
- Facilitate and foster active communication, collaboration and linkages between key stakeholders, within and outside the community.
- Serve as a resource person for the Continuing Care Programs in the Tlicho Region.

3. Manages the Staff and Day to Day Operation in Accordance with Established Human Resource Practices and Procedures.

Main Activities

- Ensure Continuing Care Programs are delivered in an efficient and effective manner.
- Ensure appropriate staffing levels to deliver continuing care programs and services including staffing mix and modification of staffing complements in changing situations and workload fluctuations.
- Participate in staff selection of Nursing and Auxiliary staff. Ensure that all new staff is orientated to the Tlicho Community Services Agency's philosophy and objectives.
- Administer all Human Resource policies and procedures i.e. discipline, staffing, leave and attendance, job descriptions.
- Set and track performance objectives, complete performance appraisals for direct subordinates; and facilitate same for all staff.
- Orientate, coach, counsel, and evaluate new and existing personnel.
- Act as a clinical resource person to direct subordinates.
- Monitor clinical practice, provide advice, direction and ensure practice standards.

4. Control and Evaluate the Utilization of Resources used in the Delivery of Services,

Main Activities

- Identify, establish and communicate program resource standards, policies and procedures for program and services.
- Review and monitor all resource allocations to identify areas of quality improvement on a quarterly basis.
- Develop and implement management strategies and workflow systems to promote greater utilization of human and material resources.
- Review and analyze quarterly variance reports for the purpose of keeping within planned program objects and to make revision if necessary.

5. Represents the Agency in Labour Relations to Ensure a Harmonious Working Environment with the UNW and Management Is Developed and Maintained.

Main Activities

- Handles first level grievance in coordination with Human Resources and the Union of Northern Workers.
- Meets with the UNW local representative as the need arises and/or on a regular basis to discuss issues/concerns and work together to resolution.
- Coordinate disciplinary action in consultation with the Human Resources and Labour Relations.

6. Specific Duties Relevant to the Position Including but not Limited to.

Main Activities

- Liaise with local community groups and leaders for information exchange and resolution of concerns and issues...
- Access and handle confidential information such as;
 - employee personnel file
 - draft planning documents
 - legal correspondence
- Prepare briefing notes
- Participate in position papers
- Participate in special projects
- Is a member of applicable Agency committees including Chairperson
- Prepare reports for administration, GNWT, and outside agencies on program activities.
- Conduct/Participate in client needs assessments and survey.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to supervise, administer, manage and provide leadership to staff with a variety of skill levels
- Excellent interpersonal communication skills both written and verbal
- Organizational behaviour skills.
- Computer literacy
- Must be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Excellent analytical skills.
- Excellent facilitation and presentation skills.
- Ability to work co-operatively as a team member.
- Working knowledge of total quality management of continuous quality improvement processes.
- 3-5 years of management experience.
- Certified management program.

- Bachelor in Nursing and/or related field.
- 1-2 years experience in the field of Home Care.
- 3-5 years experience in management.

Typically, the above qualifications would be attained by:

Knowledge of the principles and practices of contemporary nursing, health promotion and effective written and verbal communication would most commonly be acquired by successful completion of a Bachelor Degree in Nursing; an equivalent combination of education and experience will be considered. Experience in a broad range of healthcare settings; with community settings preferred. Minimum of 3 years progressive management experience in a range of health and social services is required. Registration with the NWTRNA is required in order to meeting the requirements of the NWT Nursing Professions Act.

WORKING CONDITIONS

Physical Demands

Sits for extended periods of time in meetings, consultation with clients, team members and other agencies 50%. The remaining 50% is spent working on a computer.

Environmental Conditions

Exposure to adverse weather conditions when traveling to and from communities.

Occasional exposure to communicable diseases and/or situations: e.g. tuberculosis or violent/aggressive clients.

Sensory Demands

Very careful listening and attention to nuances of non-verbal communication are required during meetings with individuals and groups. This session will typically last for up to 1 to 2 hours without the opportunity for a break.

Mental Demands

Disruptions to lifestyle caused by work schedules for travel requirements.

Exposure to numerous interruptions that cause disruptions in carrying out duties in a timely manner.

Dealing with unknown factors, uncontrolled work flow and over lapping demands.

Periods of concentration and attention to detail all can cause mental and emotional fatigue and strain.

Expectation to follow standardized policies and procedures with limited resources.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check